

Cancer Detection Program: Every Woman Counts Follow-up Contact Scripts

Other household member answers:

P1 I am calling Ms. _____ as a follow-up to her call to our 800 number. I will call back later. Thank you.

Reached Client:

P2 Ms. (Client's name), I am calling from the Cancer Detection Programs: Every Woman Counts. We are glad that you called our telephone service (800 number) on (Date of Initial Call) and were qualified to receive a free breast check up (or Pap test). I am calling today to follow up with you and see how things went. May I take a few minutes of your time to ask some questions?

Q1 Overall, how satisfied were you with your call to the 800 number? Would you say you were very satisfied, satisfied, somewhat satisfied, somewhat dissatisfied, dissatisfied, very dissatisfied?

Very satisfied Satisfied Somewhat Satisfied Somewhat dissatisfied Dissatisfied
Very dissatisfied

If very satisfied/satisfied/somewhat satisfied, skip Q2.

If somewhat dissatisfied Dissatisfied Very dissatisfied

Q2 Can you share with me why you were (dissatisfied/somewhat dissatisfied/very dissatisfied) with your call to the 800 number?

Busy signal Waited too long on hold Hours of operation not convenient Other (memo field)

Q3 Have you called and made an appointment for a free breast exam (or Pap test)?

1=Yes 2=No 97=Refused 98=Don't know 99=Did not ask

A. If appointment was not scheduled:

Q4 Can you share with me what kept you from calling for an appointment for a breast check up (or Pap test)?

1=Yes 2=No 97=Refused 98=Don't know 99=Did not ask

No appointment made at first call back closing statement:

P3 We certainly hope that you will call one of the providers whose name you were sent along with your application form.

Q5 May I call you back soon to see if you've made your appointment?

1=Yes 2=No 97=Refused 98=Don't know 99=Did not ask

Script for breast exam only.

P4 Thank you for participating in the Cancer Detection Programs: Every Woman Counts. Doctors recommend that you get breast check ups every year. Goodbye.

Script for Pap test only:

P5 Thank you for participating in the Cancer Detection Programs: Every Woman Counts. Doctors recommend that you get regular Pap tests. Goodbye.

Script for breast exam and Pap test:

P6 Thank you for participating in the Cancer Detection Programs: Every Woman Counts. Remember to go to your Doctor every year for your screening exams. Goodbye.

B. If appointment was scheduled:

Q6 What is the date of that appointment?

Enter date. (MM/DD/YYYY)

If appointment date is in the future:

Q7 May I call you back soon to see how things went at your appointment?

1=Yes 2=No 97=Refused 98=Don't know 99=Did not ask

Script for breast exam only:

P4 Thank you for participating in the Cancer Detection Programs: Every Woman Counts. Doctors recommend that you get breast check ups every year. Goodbye.

Script for Pap test only:

P5 Thank you for participating in the Cancer Detection Programs: Every Woman Counts. Doctors recommend that you get regular Pap tests. Goodbye.

Script for breast exam and Pap test:

P6 Thank you for participating in the Cancer Detection Programs: Every Woman Counts. Remember to go to your Doctor every year for your screening exams. Goodbye.

If appointment date has passed:

Q8 Did you make it to your appointment? (This question is asked only of callers whose appointment date has passed.)

1=Yes 2=No 97=Refused 98=Don't know 99=Did not ask

If yes:

Q9 Did you have any problems at the appointment?

1=Yes 2=No 97=Refused 98=Don't know 99=Did not ask

*If caller had problems: List comments including any related to a breast/cervical exam appointment.**If caller had problems with provider(s): List name(s) of provider(s).***P7 Thank you for sharing this information. We will be forwarding this to the Partnership.***Proceed to closing script.**If no:***Q10 Can you share with me why you did not make it to your appointment?***If caller did not make it to the appointment (after first or second follow-up):***P8 We certainly hope that you will call one of the providers to make another appointment.***Proceed to Q7 and then closing script.**No appointment made at 2nd contact:**Closing Script for breast exam only:***P4 Thank you for participating in the Cancer Detection Programs: Every Woman Counts. Doctors recommend that you get breast check ups every year. Goodbye.***Closing Script for Pap test only:***P5 Thank you for participating in the Cancer Detection Programs: Every Woman Counts. Doctors recommend that you get regular Pap tests. Goodbye.***Closing Script for breast exam and Pap test:***P6 Thank you for participating in the Cancer Detection Programs: Every Woman Counts. Remember to go to your Doctor every year for your screening exams. Goodbye.**